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March 8, 2012

**VIA ECFS**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

ATTN: Consumer and Governmental Affairs Bureau

*RE: Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Axxess Ability Group  
("CAAG") Notice of Involuntary, Unforeseen Service Interruption*

Dear Ms. Dortch:

Pursuant to Section 64.606(h)(3)<sup>1</sup> of the Commission's rules, as amended, Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Axxess Ability Group ("CAAG") hereby notifies the Commission's Consumer and Governmental Affairs Bureau of an involuntary, unforeseen service interruption due to circumstances beyond CAAG's control.

CAAG VRS experienced a brief service interruption on March 6, 2012, between 6:09 p.m. and 6:44 p.m. CST. The Public Switched Telephone Network ("PSTN") gateway, a module of the ACD platform supporting outbound calling from call center workstations, temporarily failed to function. A service restart resolved the issue and restored the ability to complete outbound calls.

Notification of the service interruption has been provided on CAAG's website.

Any questions may be directed to Mr. Everett Puckett at (713) 807-1176.

Sincerely,

Kathleen M. LaValle

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<sup>1</sup> 47 C.F.R. § 64.606(h)(3).